
Interoperability Frameworks and Solutions for European public Administrations, businesses and citizens (ISA²)

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The requirements for Cross-border public services: the stakeholders view

Businesses:
ask from national governments to help companies finding all relevant information, interacting with public authorities to operate cross-border including the completion of administrative procedures on line.

73% of respondents would welcome the availability of e-services enabling them to fulfil administrative formalities in the country of destination on-line.

The Council of the European Union:
"...ACKNOWLEDGES the potential of seamless cross-border and digital public services and the use of public e-services across borders for competitiveness, a more effective functioning of the EU Single Market, and addressing societal challenges."
(“Council conclusions on the "Digital Single Market Technologies and Public Services Modernisation" package, the 26 May 2016).
EU-28+ dashboard of Member States’ overall performance
Digital public services score high 

where interoperability is implemented 

how far the NIF elements are turned into executed projects. This goes from identification of some project examples to evidence of systematic and large scale implementation.
Focus needed on Structural and cross-cutting measures:

- Base registers and Data management
- eID
- eDocuments
- Service delivery
- Governance and organisation

Interoperability
Adoption of a Priority ICT Standards Plan and extending the European Interoperability Framework for public services.
Avoiding the creation of new electronic barriers or silos when modernising public administrations in Europe

Facilitating the interconnection of public services for citizens and businesses at national and EU level

Improving quality of public services and transparency

Coherence of open data from various sectors and countries
In its Communication of 16 December 2010, the Commission introduced the European Interoperability Strategy (EIS) and the European Interoperability Framework (EIF)

**European Interoperability Framework**

- Layered model on IOP
- Conceptual model of public service
- IOP principles
- Recommendations

Maintained and supported by the ISA/ISA² programmes...
**Recommendation 24.**

Public administrations should publish the data they own as open data unless certain restrictions apply. Open data should be published in machine-readable, non-proprietary formats.
The Interoperability Governance has been included in the model with a bigger scope, with a more clear definition and new recommendations. In the previous EIF, it had neither enough content nor enough weight.

Added new recommendations on the:

- Establishment of the governance of interoperability across administrative levels
- Alignment of the NIFs with the EIF
- Establishment of organisational structures for the governance and monitoring of the interoperability activities
Semantic Interoperability has changed to Information Interoperability

Recommendation 44.

Public administrations should perceive data and information as a public asset which should be appropriately generated/collection, managed, shared, protected and preserved.

Recommendation 45.

Public administrations should put in place an information management strategy at the higher possible level to avoid fragmentation and duplication. Metadata, master data and reference data management should be prioritised.
Public Service Governance is the new crosscutting Layer added to the model, which includes:

- organisational structures and roles & responsibilities in governance
- interoperability agreements
- IT processes for the service management

So as to involve all the topics related to organisational aspects that are cross-cutting and influencing all the IOP layers.

They were previously included in the Organisational Layer.

Recommendation 38.

Public administrations should ensure that interoperability is ensured over time when operating and delivering European Public Services.
Base registries are reliable sources of basic information on items such as persons, companies, vehicles, licences, buildings, locations and roads.

This type of information constitutes the master data for public administration and European Public Service delivery.
How?

Consensus-building process with:

✓ The Member States
✓ The concerned Commission Services
✓ The other European Institutions

Providing opportunities to External stakeholders to comment

✓ Standardisation bodies
✓ Industry representatives
✓ Academia

Public consultation until 29 June 2016